

Wylie Parks and Recreation **Activity Withdraw and Refund Policy**

The City of Wylie Parks and Recreation Department encourages you to try something new and enjoy your Activity enrollment.

All withdraw requests must be made:

- via email to recreation@wylietexas.gov
- ~or~
- in writing and delivered to a City of Wylie Recreation Employee

Requests must include:

- date of the request
- full name of the person being withdrawn
- name of the activity
- reason for withdraw
- mailing address
- how you would like the eligible Registration Fees applied

Registration Fees eligible for withdraw may be applied:

- to **your account** with us for future use
- to a **transfer** into another eligible activity
- a **refund** back to you

Request for full credit of Registration Fees must be made as follows, unless otherwise stated

- **Contracted Courses** – Request received prior to the scheduled start time of the 2nd class meeting
- **One Day Activities, Trips and Special Events** – Request must be received at least 24 hours prior to the scheduled start time.
- **City of Wylie facilitated Camps (Wylie Wave and Tween Scene)** – Request received no later than Friday by noon for scheduled start on the following Monday.

Refunds

- Requests made after the time limitations listed above forfeits any and all refund.
- Activities that require advanced ticket purchase are nonrefundable.
- All refunds will be made to the original payer only.

- If original payment was received in the form of credit card, the refund will be processed to the same valid credit card, allow 3 -5 days for processing. All other refunds will be processed in the form of a check from the City of Wylie, allow 4 – 5 weeks for processing.
- Supply Fees are nonrefundable.
- Convenience Fees associated with ActiveNet online transactions are nonrefundable regardless of withdraw or cancellation of the class.